



Clark County Building Division Automated Inspection Request Line 360-397-2477

Inspection Request Using IVR

The inspection request system, called IVR, is the automated phone system that allows you to:

- ✓ Schedule, cancel and reschedule inspections
- ✓ Get inspection results and messages from inspectors
- ✓ Get the history and status of your project via fax

How to Access IVR

The phone number is 360-397-2477. The system is available from 6:00 AM to 10:00 PM, except on Sunday, when it is available from noon to 10:00 PM. If the IVR cannot complete your request, you will be notified that the system is unavailable or you will be transferred to a receptionist during business hours.

IVR Cutoff Times

To request an inspection for the same day, you must call before **7:00 AM**. Calls after that time will be scheduled for the next business day.

Rescheduling or Canceling Inspections

To reschedule or cancel a same day inspection, you must call before 7:00 AM. If you call after 7:00, you will be transferred to a receptionist.

Will IVR stop you from scheduling an inspection?

The IVR will not allow you to schedule an inspection if:

- ✓ Fees are owing
- ✓ There is a “HOLD” on your project
- ✓ Your permit has expired

During business hours you will be transferred to the receptionist.

Inspections Not on the IVR

The IVR system will not schedule inspections for the Fire Marshall, engineering and development, code enforcement, the health department, public works, or water or sewer purveyors. Please call these agencies directly.

How to Check Inspection Results

Call the IVR system and ask for inspection results. Have your confirmation number handy for the fastest results. You may check for corrections and for voicemail messages from the inspectors. You may also request a faxed copy of the entire history of your project using the fax on demand feature.

How to Find Inspection Codes

Check your Building Permit Card for IVR inspection codes. This handout also provides inspection codes. You may also press the * key when asked for the three digit inspection code on the IVR.

What You Need to Schedule an Inspection

You Need:

- ✓ Your Permit Number (also called Case Number)
- ✓ The three digit inspection code of the inspection you want to request
- ✓ Pen and paper to record your confirmation number

Tips and Tricks for the IVR

- ✓ If you hear a message that says your response was not detected, re-enter the information.
- ✓ The pound (#) key will bring you back one menu.
- ✓ Use your building card as a guide to scheduling inspections. The card is organized by case type and will show you inspections commonly required for your kind of project.
- ✓ When leaving a voicemail for the inspectors remember to press # to complete the message and the 1 key to send it. If you are leaving a message concerning a concrete pour, be sure to leave a pour time, ready time, and your name and phone number so the inspector can contact you if needed.
- ✓ Be sure to record your confirmation number. If you do not get this number, your inspection may not have been scheduled. The confirmation number is the fastest way to track your inspection.
- ✓ Please listen to the IVR prompts. If the correct address for your project is not read back to you, please check your data entry. If you still have a problem, contact the receptionist.
- ✓ If you do need to cancel a same day inspection, do so immediately. This will save the inspector time and save you from possible correction notices and re-inspection fees
- ✓ IVR is the fastest and most reliable way to schedule an inspection and check for results. Our receptionist is available during business hours to help you, but using the system will make our response quicker.

Instructions for Scheduling an Inspection Using IVR

Call 360-397-2477

Main Menu

1. Schedule an Inspection
2. Cancel an Inspection
3. Obtain Inspection Results
4. Request a Development Activity Report
0. Speak to Department Staff
- * Hear More System Information
- # Go Back One Menu

Select 1 to schedule an inspection.

Select Your Case Type

SFR=11	PLB=12	ROW=13
COM=14	MEC=15	MFR=16
DMO=17	MOH=18	RES=19
BSN=20	MSC=21	

Enter the nine digit permit (case) number

Enter the three digit inspection code, which is available on the building card, this publication, or press the * key to hear a list of inspection codes.

Select a day and a time preference for the inspection. Same day inspections need to be called in before 7:00 AM.

To leave a message for the inspector press 1. To continue without leaving a message press 2. When leaving a message be sure to press # to complete the message and 1 to send it. If the message is regarding a concrete pour be sure to leave a pour time, ready time and your name and phone number so the inspector can contact you if needed.

Ending Menu

1. Hear confirmation number and hang up
2. Schedule another inspection on this permit
3. Schedule the same inspection on another permit
4. Return to main menu

Be sure to record your confirmation number. This is the best way to track your inspection. If the IVR does not give you a confirmation number, contact the receptionist.

Inspection Codes

Setbacks and Foundation	Code #
Excavation/Forms	105
Footings Steel	110
Foundation Steel	115
Interior Footings/Slab	120
Reinforced Steel	125
Setbacks	130
Under Ground	
Groundwork Plumbing	205
Refrigeration Lines	210
Infiltration	215
Sewer	220
Water Service	230
Rough Inspections	
Bond Beam	305
Fireplace	315
Framing	320
Gas Pipe	325
Heating Mechanical	330
Insulation	335
Plumbing	340
Post Beam and Joist	345
Refrigeration Lines	350
Roof Sheathing	355
Shear Walls	360
Sheetrock/Nailing	365
Storm Sewer	370
Tie Downs	375
Tub & Shower	380

Miscellaneous	
Ceiling Grid	405
Erosion Control	410
Irrigation System	415
Miscellaneous	420
Site Drainage	425
Special Inspection	430
Final Inspections	
Building	505
Gas Piping	520
Heating/Ventilation	525
Job Complete	599
Landing/Deck/Stairs	530
Plumbing	545
Road Approach	550
Roof Drains	555
Sign	570
Skirting	575
Woodstove	580

Final Inspections

For Final Inspections on most permits be sure to request the following:

- ✓ 505 Final Building
- ✓ 525 Final Heat & Gas Piping
- ✓ 545 Final Plumbing
- ✓ 410 Erosion Control
- ✓ 599 Job Complete

When scheduling Setback (130), Footings (110), and Foundation (115), be sure to schedule an Erosion Control (410) inspection also. Please leave a message for the inspector with the ready time, pour time and your name and phone number so they can contact you if needed.

Site Address

For electrical permits call: 396-2300. . . . Health 397-6426 . . . Fire 397-2375 ext 4099 . . . Hazel Dell Sewer 755-5678

Revised Date: 6/3/2014

Void Sample Only